

UTAH DEPARTMENT OF HUMAN SERVICES NEWS

CARING IS OUR BUSINESS

February 2009



Utah Coalition for Caregiver Support (UCCS) Establishes a Time Bank

By Sonnie Yudell, Division of Aging and Adult Services

UCCS has launched a Time Bank where every hour you spend meeting a need for someone in the Coalition, you earn one Time Dollar which you can spend on having someone do something for you. Time Banking refers to a pattern of reciprocal service exchange, which uses units of time as currency and is an example of an alternative economic system. This simple, yet profound, exchange allows UCCS members to forge stronger intra-community connections, a process referred to as “building social capital”.

UCCS believes the creation of a Time Bank is a step toward making a huge difference in our community. UCCS also believe a circular flow of neighbors taking care of each other, as an extended family, will be created and we can rely on each other for day-to-day services that will support and strengthen our organizations as well as individuals.

There are five core values of time banks:*

Assets: We are all assets. Every human being has something to contribute.

Redefining Work: Some work is beyond price. Work has to be redefined to value whatever it takes to raise healthy children, build strong families, revitalize neighborhoods, make democracy work and make the planet sustainable.

Reciprocity: “Helping” works better as a two-way street.

Social Networks: We need each other. People who help each other also reweave supportive, strong and trusting communities through creating networks that will build mutual respect and commitment.

Respect: Respect demands accountability. All our voices must be heard and heeded.

*Excerpted from Time Bank USA Materials.

For additional information on the UCCS Time Bank contact Sonnie Yudell - 801-538-3926 - syudell@utah.gov

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More than Meets the Title

By Stephen Phair, Utah State Hospital

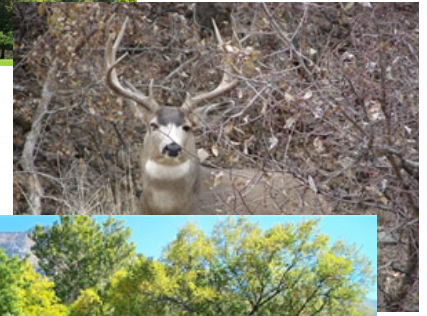
Provo – Utah State Hospital (USH) has been a staple in Utah County since 1885, with much to offer its neighbors, community groups and partners. Located at the base of the Wasatch Mountains, USH boasts a generous blend of natural beauty, manicured landscape, and efficient building space – all of which are often used for various community events and activities (for a nominal access/rental fee).

Last Fall, a museum was opened in the preserved Superintendent's Home. This was a building created in the 1930s for administrative purposes, which now offers a variety of historic items, information, and photographs.

USH grounds offer numerous artistic opportunities, to include family, bridal, wildlife and wedding photography. The castle, once known for hosting an annual haunted house, serves as a popular site for theatre and other event gatherings and is often featured in films and commercials.

In a serene landscape above USH is a beautiful pond which is home to duck and trout populations. Adjacent to the pond is an outdoor pavilion, with space to gather and entertain, and a camping area, which allows USH patients to participate in outdoor recreation and therapy. The area includes a ropes course utilized by several groups in the community for therapeutic and entertainment value.

Providing excellent inpatient psychiatric care to patients from around Utah is the main priority at USH, however, USH also offers Utahns an interesting, beautiful, and historical place to explore.



For more information about USH or utilization of the grounds, phone 801-344-4400.

New Training Program for Juvenile Justice Services

By Alexandra Urban, Juvenile Justice Services

UTAH- The Division of Juvenile Justice Services (JJS) is in the process of implementing its new Integrated Crisis Response (ICR) program. The first "Training of Trainers" was held in January and was conducted by the creators of the program, Trent Phillips and Todd Brophy, from Washington State.

ICR is a verbal and physical crisis intervention program with a strong emphasis on cognitive behavioral techniques for de-escalating hostile, anxious and/or dangerous behavior. The emphasis of ICR is upon verbal de-escalation, relying on staff to use positive relationship skills to resolve conflict. The program is customized to include JJS policies and procedures. The skills are chosen for their broad range of application, ease of understanding and use, given the diversity of our JJS staff, clients and the environments in which we work. JJS is very excited about the new program and feedback from JJS trainers and staff who have participated in the program has been very positive.

The first graduating cadre of trainers is: LaRon Bond, Lindsey Call, Thomas Edgar, Andy Gardiner, Katelyn

Hare, Shawn Heiniger, Bud Johnson, Ed Johnstun, Robert Jones, Chad Jones, Kristen Kinikini, Pat Moore, Ladd Permann, Rhett Rivera, Chris Roach, Peter Salazar, Joshua Shepherd, David Sollami, Matthew Southam, Irene Stevens, Rick Stuart, Jeremy West and Keith Wheeler.

A very big thank you goes out to all these wonderful trainers for their commitment and dedication to this new training program!



10 NO COST WAYS TO RECOGNIZE EMPLOYEES

By Marjorie Treu, CEO of Team Fusion

Use praise. Do it in-the-moment.

Increase team member visibility. Write an article, send an email, let your Director know, announce it during a staff meeting or create a certificate of recognition to give to employees.

Give information. Employees crave accurate information so communicate often and early. It will stop potential rumors and increase their trust in the company direction.

Increase team member involvement. Create ways to solicit individual opinions on issues facing your organization.

Offer interesting work. Create opportunities for the individual to work on a special project team - a plum assignment that encourages their professional development.

Give feedback on performance. Report back more frequently what you see the team member accomplishing, and how they are meeting your expectations.

Listen, Really Listen! Consciously practice deeper listening to understand and connect with the individual. Pay attention and stay focused to what your employee is saying.

Allow flexibility. If it's not critical to customers, can you allow the individual freedom in establishing their work hours and time off?

Recommend independence. Offer in-house training that allows the individual to learn a new skill then give them a project to use the new skills and allow them the autonomy of how the task should be completed.

Play. As adults, we aren't often allowed to "play" at work yet it relieves stress and improves morale. Celebrations are also encouraged (i.e. birthdays)

Team Building Tips

Article found online at www.teambuildingtips.com and written by team leadership expert Marjorie Treu, CEO of Team Fusion.

From Lisa - Michele

There's good news and bad news. First, the good news. The FY09 budget cuts to Human Services were not as deep as they could have been, and they were largely backfilled with one time dollars so that many programs remained intact for another year. There were some



cuts to personnel, however, that could not be avoided. One of the Legislative subcommittees we are working with seems determined to get a "headcount reduction" as part of the budget cut.

Over the next few weeks, we will be discussing the FY10 cuts. Last week, the Health and Human Services Appropriations Subcommittee voted unanimously to pass \$44 million in cuts to our FY10 base budget. The Executive Offices and Criminal Justice Appropriations Subcommittee (which considers the Juvenile Justice Services (JJS) portion of the budget), voted to pass 15% "across-the-board" cuts to the JJS FY10 budget - this would result in \$13 million in cuts. JJS is hoping for priority rankings in backfill and other considerations that would substantially reduce the dollar volume of cuts. The final decision will be made by the full Legislature before the end of the session (March 12). We are concentrating on explaining the impact of each cut before the vote.

I appreciate all the good work that Human Services employees continue to do in the face of this budget crisis. You are the reason we are fighting so hard to keep critical services in place. You are doing an admirable job of "more with less" and are key to our success. I know it is sometimes discouraging to read the paper and hear more bad economic news. Keep the faith. We have broad community support and solid partnerships. The Governor has made our programs a priority. We will continue to serve Utah's most vulnerable citizens.

Sam I Am

By Kijiana Storey, Juvenile Justice Services

Sam Sherrow was born in Cabrera, a small jungle town in Colombia, South America. Sam did not speak English, but learned when he immigrated to the United States as a teenager. From a young age, Sam proved to be a fighter in every sense of the word. His teachers doubted his ability to succeed academically but Sam was stubborn and persistent. He graduated from high school, college and then received his Masters Degree from the University of Utah in the field of Social Work. He did all this while working full time, and some additional part-time work to support his young family.

Sam started his career with the juvenile justice system in 1996, working at Farmington Bay. He has also

worked for Weber Valley Detention, State Supervision, and Davis Outreach before becoming a supervisor at Archway. In 2009, Sam became the Assistant Program Director for Lightning Peak in Provo. After commuting for several months, Sam relocated his family to Santaquin. His wife of 13 years, Mindy, was very supportive and excited about the move. Sam's children, Tyler (12), Hunter (10) and Kassie (6) are adjusting to their new schools and making new friends.

Sam is an avid golfer and loves hiking, fishing, hunting, boating and spending time with his family. Sam is a people person and has spent time getting to know his employees thus building relationships of trust. Lightning Peak staff love and appreciate Sam for being all that and more!



BLANKETS, BLANKETS AND MORE BLANKETS

By Brent Wheeler, LDS Branch President for Weber Valley Detention Center

WEBER- For the past several years the youth at the Weber Valley Detention Center have made blankets to be used as Christmas gifts and to be donated to Primary Children's Medical Center. The fleece for the blankets has been donated by various members of the community including the LDS Church. This past December, over 180 blankets were delivered to Primary Children's Medical Center representing the number of blankets tied by the youth and staff over the past year. Additional 70-80 blankets were given as Christmas gifts to JJS residents over Christmas 2007 and 2008 as well.

Delivering the blankets and witnessing the gratitude from those who received the gifts made it even more clear what a remarkable gesture of kindness and service these youth have done. There is a great deal of appreciation to all involved, especially the youth and staff at Weber Valley. They are

remarkable people and it was an honor to be a part of such a project.

It is also a privilege to work with each of you involved with these youth. They are worth every effort we can make to try and help them have a successful life. Thanks to everyone!



I “heart” Physical Activity

This month is The American Heart Associations “Heart Month” and although we tend to think of February as a month of love, there is a much more important heart related issue to be concerned about. Heart disease is the number one killer of women and men. Regular physical activity is one of the best ways to reduce the risk of heart disease. Let’s set a goal to make a “heartfelt” difference this month.

Put Your Heart Into It:

Regular physical activity is a key part of heart healthy living. Working to get 30 minutes of moderate exercise at least 5 days a week or a total of 2.5 hours a week can have many benefits. Some of the heart related benefits include:

- Reduces your risk of heart disease by strengthening your heart and blood vessels. Physical activity conditions your heart so that it pumps stronger and less often. It also conditions your blood vessels so they stay flexible.
- Keeps your weight under control. Maintaining a healthy body weight avoids putting extra strain on your heart and reduces your risk of high blood pressure.
- Improves your blood cholesterol levels by increasing HDL (good) cholesterol. HDL helps keep LDL (bad) cholesterol from building up in artery walls.
- Prevents and manages high blood pressure. This reduces strain on your heart and blood vessels and helps prevent heart attack and stroke.

Don’t Miss A Beat

To get started you first need to make a commitment to doing heart healthy activities and setting a good example for your kids.

- Set a **SMART** goal for the month. Make it Specific, Measurable, Achievable, Relevant/Realistic and Timely. An initial goal might be “Briskly walk for 10 minutes a day 3 days a week”, increase your activity slowly until you are accumulating at least 30 minutes of physical activity 5 day a week.
- Keep an exercise diary. Write your weekly goal at the top of a piece of notebook paper. Write the days of the week beneath it. Each day record when you exercise and for how long.
- Follow through. Take every opportunity to increase your heart health. Take the stairs, park at the back of the parking lot, play with your kids anything to get your heart pumping.

Wear Your Heart on Your Sleeve

Sunday, February 1st is the sixth annual “National Wear Red Day”, don’t forget to get out and wear your red to support the American Heart Association and heart disease awareness.

If you have questions on this or any other fitness topic, contact Joni Alonso at jalonso@utah.gov or join the Move It! listserv by sending a blank email to join-hl-moveit@list.utah.gov. Keep Moving!

VOLUNTEER EVENING AT MILL CREEK YOUTH CENTER

By Shawna Flinde, Juvenile Justice Service



Jackie Southwick,
APD Mill Creek
Youth Center.

On October 29, Mill Creek Youth Center (MCYC) administration and staff hosted a Volunteer Appreciation night to recognize the service and acts of kindness offered by our volunteers. The evening began with John Stratton, a MCYC teacher directing six youth from Mill Creek’s Color Guard in a flag ceremony and Kathy Brown, choir director led eight youth in two musical presentations. Youth speakers offered personal thoughts for the volunteers and one youth presented a poem he wrote for the evening. The youth expressed appreciation for volunteer services and shared how those services have affected their lives. Many of the kids from Mill Creek participated in making “Thank You” posters, which were displayed for the volunteers. Dan Maldonado, Division Director, and Julie Shaheen, Program Director over Correctional Facilities, joined in honoring the volunteers over dinner and conversation.

Thank you for taking your time out of your life.

Just to spend it with us;

Even if we don’t ask for it.

You give out your heart like you must;

You listen to our stories, listen to our sorrows

Yet, you never criticize or judge;

And you guide us to a better tomorrow

With warm smiles and hugs;

We all wanted to tell you

‘Hey thanks for all you do’”

And know we are really grateful

To have someone special as you;

If the world were filled with your love

And open hearts;

Then that would be a perfect place

We could all have a part;

Thank you for all of your support

And knowledge you bring us here;

Giving us hope that maybe

Nothing is as it appears;

Thank you for all you do!!!

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Training Tidbits

Proper training is essential to best serving our consumers. Multiple training opportunities are posted and can be submitted online, www.hstraining.utah.gov. Below are just a few of the upcoming training opportunities supported by the department:

You can learn new things at any time in your life if you're willing to be a beginner. If you actually learn to like being a beginner, the whole world opens up to you.
-Barbara Sher

Utah's Family Links 2009 Conference

March 13-14, 2009

Murray High School

Murray, Utah

For more information go to:

www.utahparentcenter.org

Perspectives on Adoption Conference

March 18-19, 2009

South Towne Expo Center

Sandy, Utah

For more information go to:

www.utahadoptioncouncil.org

Generations 2009 Conference

April 2-3, 2009

Salt Palace Convention Center

Salt Lake City, Utah

For more information go to:

www.hstraining.utah.gov

22nd Annual Crime Victims' Conference

April 29-30, 2009

Utah State Capitol

Salt Lake City, Utah

For more information call 1-800-621-7444 or go to www.crimevictim.utah.gov

30th Annual Conference of Agencies and Organizations Serving Troubled Youth

May 7-8, 2009

Snowbird Cliff Lodge

Snowbird, Utah

For more information go to:

www.troubledyouthconference.com

State Hospital –CME Training Opportunities:

Pain Management

April 9, 2009

10:00 AM-12:00 PM

Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

For more information contact Elaine Angulo @ 801-344-4265

HELP WANTED

Are you aware of a training or conference that we don't have listed in the Human Touch or online?

If so, please notify Angelique Colemere, ACOLEMER@utah.gov 801-538-4275.

You may also submit events online on the department training calendars, www.hstraining.utah.gov.

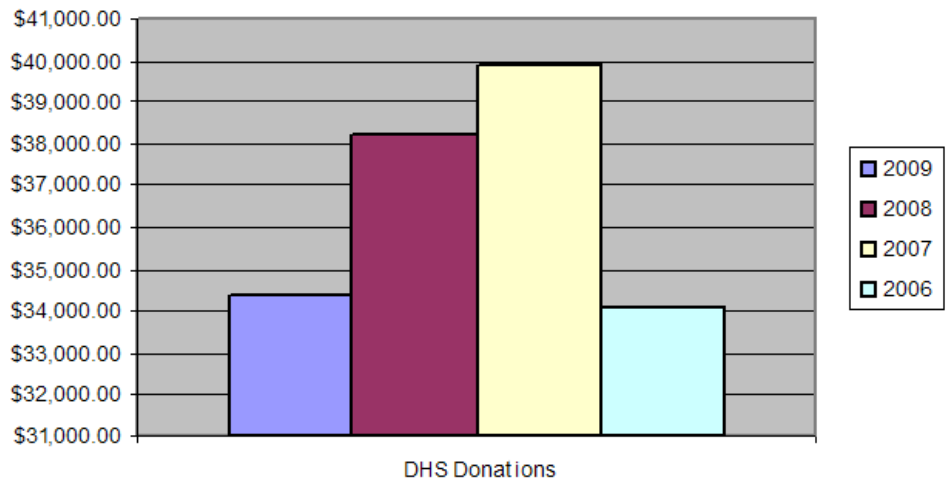
DHS Employee's RISE to the Occasion

By Julie Fisher, Utah State Employees' Charitable Fund Board Member

Thank you... yes YOU! Even in difficult times Department of Human Services (DHS) employees rise to the occasion by donating funds through the Utah State Employees' Charitable Fund (USECF). This year DHS employees gave over \$34,000 which was only a slight decrease from last year when budget cuts were not looming.

Please view the many letters of thanks on the USECF website: http://www.usecf.state.ut.us/thank_you_letters.htm

Thank you again for your generous support! Don't forget, one-time donations can be given any time during the year.



SUPPORT WORKERS: A SOLUTION FOR SUCCESS

By Anna Vojdanský -Rafferty

In mid 1986 I was in an automobile accident and received a Traumatic Brain Injury (TBI). I was a professional, but quit my job as I started noticing I was getting worse, not better. By 1992, I had no alphabet and I could not read. My first support came in 1993 when I was referred to Protective Services as a victim of financial exploitation.



Anna Vojdanský -Rafferty

In 2000, I was able to receive services from Services for People with Disabilities (DSPD). I thank God that Bonnie Kosoff, worker, was so helpful. The first thing DSPD did was finalize my divorce - the courts would not work with me due to the TBI. With Bonnie's help, my pension was secured, my home was sold, purchased a mobile home, and I applied to college.

By 2003, DSPD helped me learn banking and check writing. They also hooked me up with Vocational Rehabilitation to help me open a home business, as I had learned to use the phone again. I received my Bachelors in 2004 and my Masters in 2007. Today I am getting my Doctorate with such high grades the college has given me a full scholarship.

With all these years of help from support workers, at the age of 74 I am now able to establish a business to support myself when I lose my pension. This would not be possible without the long and varied support I have had.

To every person that works in this capacity; Thanks to all of you!

STATE I.T. EMPLOYEES HELP GIVE FOSTER CHILDREN A CHRISTMAS

By Terry Twitchell, Human Resources

Utah's Foster Children, more specifically the "Giving Tree Program," received a check for over \$750 to buy Christmas presents this holiday season. The check is thanks to some IT workers who were willing to give up their own gifts so children in foster care could have a great Christmas.

It all started with a chance conversation with a neighbor who said, "There are many foster care kids who, without caring people, would get nothing for Christmas." That stuck in Bill Theel's mind and, when his office wondered what to do to help those in need, Bill suggested giving to Utah's Foster Children. After a few phone calls, the Giving Tree Program became the lucky recipient.

Theel belongs to The Utah Alliance of Avaya Users, (UAAU); an association of 17 business/governmental customers that use Avaya telecommunication products and services. They meet on a quarterly basis and during this time of year Christmas gifts are purchased by UAAU and distributed to the members during the holiday Party. This year, because of that chance encounter, Theel suggested their Christmas gift monies would be better spent by donating them to the Utah Foster Care Foundation Giving Tree Program.

"It was a joint effort," said Theel. "I suggested it and everyone thought it was a great idea and jumped on the bandwagon to make it happen."



Romanza Hamblin, Bill Soha, Annette Madrid
Bill Theel, Jenny Reynolds, Sherm Clow, Pat Craggs

EMPLOYEE ASSISTANCE PROGRAM OPTIONS

DHS employees receiving health benefits through PEHP who are faced with a variety of personal, financial, and family challenges may utilize two options for assistance:

1. PEHP's free Life Assistance Counseling program is available by calling 801-262-9619.

2. Traditional counseling services through PEHP lists of authorized providers (co-pays apply). For assistance in locating a provider, contact PEHP at 1-800-765-7347.

Contact PEHP directly with any questions you may have about these two options.